

## Information About the Service

URL 4G-5 is a mobile broadband internet service powered by the Optus network for use in Australia providing 98.5% coverage.

### What is Included:

- Mobile broadband plan powered on the Optus Network
- 5 GB data allowance

### What is not Included:

- Mobile broadband modem
- SMS/MMS Messages
- Dishonour and late payment fees

### Minimum Term:

1 calendar month

### Limitations:

- Mobile handset, please check if your handset is compatible - <http://optus.com.au/compatibility>
- Mobile coverage is not available in all areas, please check - <http://www.optus.com.au/shop/mobile/network/coverage> before purchasing this service to ensure coverage is in your area

### Data Allowances:

- *Monthly Data = Uploads and Download combined*, 1000MB of data = 1G
- Plans have the option of allowing excess data or can be limited to the monthly allowance to avoid excess data charges
- Included usage not used in the month does not carry forward to the next month

## Information About Pricing

### Minimum Monthly Fee:

\$25 per calendar month.

### Plan at a Glance:

Monthly Plan Cost:	\$25
Activation Fee:	\$10
Included Data:	5 GB per calendar month
Excess Data per MB:	5.0 cents

### Fair Use Policy:

URL Network's fair use policy applies, please visit <https://url.net.au/fair-use-policy.pdf> for additional information

### Service Add On:

- Excess data is billed in per gigabyte increments at \$11 per gigabyte.
- Ability to add a static IP address for \$2.50 per month

All prices include GST and are valid as of 29/08/2019

### Service Cancellation:

Service is month by month and can be cancelled at any time before the 1st of the following month. Excess data or call charges will be billed in arrears.

### Plan Changes:

Any plan changes incur a \$5.50 per change fee.

## Other Information

This is a summary only. For full product details, including all fees and charges please visit:  
<http://www.url.net.au/services/mobile>

### Billing Information:

This service is billed on the anniversary of each month based on the day you signed up and is billed in advance.

### Usage Information:

You can always keep track of your monthly data usage by visiting <https://dashboard.url.net.au> and managing the your mobile broadband service. This will display your current month's data usage.

Please note, data usage is updated from our provider every hour and this may be in delay of 24 hours

### Late Fees:

If your invoice is unpaid for 28 days or more then a late fee will be charged of 2% above the standard RBA cash rate or \$10, whichever is greater.

### We Are Here to Help:

If you have any questions you can contact us via:

- Email: [support@url.net.au](mailto:support@url.net.au)
- Phone: 1300 33 11 78 (+61 3 9008 5900)
- Fax: 03 9020 2000
- Internet: <http://www.url.net.au>

### Coverage:

Before purchasing this service we recommend you check the Optus Coverage tool to ensure service is available in your area by using this link - <http://www.optus.com.au/shop/mobile/network/coverage>

### International Roaming:

Australian Included calls and data is not available when overseas. If you wish to use your service overseas then additional charges will apply, to avoid bill shock please visit - <http://www.optus.com.au/shop/Mobile-Site/International-Roaming/Postpaid-Rates>

### Dispute Process:

If you wish to make a complaint you can access our Complaints Handling Policy by visiting: <http://www.url.net.au/legal/>

### Telecommunication Industry Ombudsman:

If you feel unsatisfied with the complaint resolution obtained after following the Dispute Process you may contact the Telecommunication Industry Ombudsman (TIO). The TIO can be contacted by calling 1800 062 058 or via the Internet link: [www.tio.com.au](http://www.tio.com.au)